

Job Description

Job Title	PA to the CEO
Service/Department	Core Team
Salary	£8,299 per annum (pro rata of £20,747)
Hours	15hs per week Mon–Wed 5hrs per day 9.15am – 14.15pm (Flexibility with start & finish time will be considered)
Base	Colchester
Responsible to	Chief Executive
Accountable to	Chief Executive

Job Summary:

To provide a comprehensive, professional, and confidential support service to the Chief Executive and Board of Trustees, through the provision of efficient and effective secretarial, administrative and project administration duties, while working flexibly and collaboratively to support the Senior Management team.

Key Responsibilities:

- Provide full administrative support to the Chief Executive ensuring that Mid & North Essex Mind aims are met and deadlines are achieved. This includes executive diary management, arranging/attending meetings/workshops, booking facilities, organising speakers/trainers, drafting agendas, collation of agenda papers, minute taking and distribution.
- The post requires the handling of confidential information and it is expected that the post holder will always maintain a high standard of discretion and confidentiality. Deal effectively with telephone calls with the necessary tact and sensitivity.
- To organise collation and distribution of correspondence and papers to ensure that items are both received and dispatched as appropriate. This may be confidential and complex in nature.
- Ensure that all documentation produced is accurate, prioritised to meet changing deadlines and delivered within agreed timescales.
- Attend board meetings taking minutes and circulating papers along with any additional support that maybe be required by the board of trustees. Collect and record annual membership payments.
- To make arrangements for the AGM, including room bookings correspondence and informing staff, clients and the public.
- Provide administration support for the development of the Annual Report and any other Mid & North Essex Mind documentation as required.
- Attend SMT, take minutes and circulate paperwork.
- To draft a range of documents to a high standard such as correspondences, reports and papers, information for updates and newsletters.
- To support with the development of reports, monitoring and accreditation as required
- Work with HR and alongside Senior Management Team to increase and manage volunteer base; providing support and supervision when needed.

- To develop and maintain comprehensive office systems to ensure effective electronic, bring-forward and document retrieval systems.
- To receive regular supervision and undertake any relevant training as appropriate.
- To update and maintain both the Charity Commission and Companies House portals with current governance information.

Organisational values: *Post-holders should be able to demonstrate the following:*

Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post will be subject to a regular annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore, the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness, and consideration.*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the public to uphold the charity's image and win increased support for its work.*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager.*

Person Specification
POST: PA to CEO

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good level of education (including GCSE in English & Maths) to enable effective verbal and written communications. 2. Level 2 Certificate in skills for office professionals (or relevant equivalent) 	
Experience	<ol style="list-style-type: none"> 3. Solid experience of working within a team. 4. Relevant experience of working as a Personal Assistant at CEO/director level. 5. Solid experience of using computerised systems for accessing and updating information for report purposes and compiling reports using data. 6. Experience of dealing with and managing confidential and sensitive information. 	<ol style="list-style-type: none"> 1. Experience of working for a charity.
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 7. Competent user of Microsoft Office suite. 8. Advanced keyboard skills with the ability to type 60-70 wpm. 9. Be highly motivated, organised, and methodical with excellent attention to detail. 10. Create, develop, and maintain effective working relationships with teams and service areas. 11. Experience of co-ordinating projects 12. Deal effectively with internal and external enquiries, including complaints, responding appropriately to meet the needs of the public, service users, colleagues, managers, and stakeholders. 13. Excellent communication and interpersonal skills (written and oral) 14. Ability to build relationships with internal and external colleagues at all levels. 15. Ability to produce formal accurate minutes at executive board level. 16. Ability to plan and organise varied workload in an efficient and effective manner and reprioritise when necessary without direct supervision. 17. Knowledge of updating databases. 18. Ability to adapt to the changing work environment and displays positive attitude through periods of change. 19. Ability to use technology to implement new systems and approaches. 20. Willingness and ability to work flexibly. 21. Understanding of and commitment to organisation values 	<ol style="list-style-type: none"> 2. Ability to monitor and allocate work to others.
Personal Characteristics	<ol style="list-style-type: none"> 22. Empathetic and understanding 23. Car driver or ability to travel independently around Mid and North Essex sites 	